

**National Library of Medicine
Preservation and Collection Management Section**

AUDIOVISUAL DUPLICATION SERVICES

STATEMENT OF WORK

7/25/07

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Audiovisual Duplication Services Statement of Work

The National Library of Medicine (NLM) is a federal agency that is part of the National Institutes of Health (NIH) and is located in Bethesda, MD. NLM makes copies of audiovisuals for preservation purposes. Most of the materials to be duplicated are on 16mm motion picture film or ¾" U-Matic videotape. Occasionally 35mm film and VHS and digital video formats are duplicated. The physical condition of most originals is good; however, there are likely to be some items in fair to poor condition.

This statement of work covers the procedures for all source materials and for copies that are produced for and become the property of NLM. It does not apply to copies requested and paid for by patrons that become the property of the patron. NLM assumes responsibility for ensuring that materials sent for duplication are not subject to copyright restrictions.

All work shall be performed at the vendor's facility. NLM anticipates awarding a base year (9/30/07 – 9/29/08) and 2 option years. The schedule of delivery will be determined at the time of the award. The award should allow vendors to invoice for delivery charges.

I. FILM-TO-VIDEO DUPLICATION

A. Preventing damage

1. Staff requirements. Only skilled technicians with 3 years of experience repairing historical motion pictures may perform manual inspection, repairs and treatments.
2. Handling. Handle film carefully at all times. Take special care with shrunken or brittle film. Be sure hands are clean and free of lotion. Touch only the edges of the film. When inspecting film on manual rewinds and performing spot cleaning or repairs, wear lint-free, clean cotton or nylon gloves.
3. Products. A list of all products and chemicals to be used for film shall be submitted to NLM for approval at the beginning of the contract.
4. Equipment. Use playback and duplication equipment that is cleaned, maintained, and operated according to the manufacturers' specifications. Pay particular attention to the cleanliness and alignment of the film guides.

B. Condition inspection

1. Likely damage. Check every reel for shrinkage and condition. **If a film is likely to be damaged at any point during the condition evaluation or duplication process, contact NLM for a decision on whether to proceed or return the film unduplicated.**
2. Inspection. Carefully load each reel onto manual rewinds and inspect over a light box. Identify all problems that need to be addressed before duplication, including but not limited to the following:
 - a. Dirt, smudges, adhesive or chemical residue

- b. Scratches or other damage
- c. Defective or inappropriate splices
- d. Perforation damage
- e. Tears
- f. Missing or short leaders/trailers

3. Damage to image area or sound track. **If damage is severe enough to interfere with a patron's ability to view or hear the copy without significant distraction, contact NLM before proceeding.** For example, contact NLM if there are a few scratches in the image area that continue throughout an entire reel, severe image loss limited to a smaller portion of a reel, or sound distortions that make it difficult to understand what is being said. When in doubt about the relative severity of damage, contact NLM.

C. Treatments

1. Cleaning. Film should be cleaned to optimize the quality of the copies and remove any particles or residue that might contribute to future deterioration. Most films will need to be cleaned in their entirety, but some will not. Depending on how dirty a film is, it can be spot cleaned by hand, run through PT rollers, or cleaned in a machine using a solvent or a combination of these methods may be needed. If in doubt, use a cleaning machine.

Cleaning machines must be maintained and operated according to the manufacturer's specifications to ensure that the cleaning is effective, film is not damaged, and no chemical residue remains on the film. Film must be completely dry before it is rewound.

2. Splices. Replace splices that are failing, oozing adhesive or made of material that is not of preservation quality. Take care not to cover perforations with a tape splice. Keep frame loss to a minimum. Maintain frame line continuity (especially important for 35mm film), proper longitudinal alignment, and sound and picture synchronization.

3. Perforations. Repair torn or distorted perforations so that the film fits properly into the sprockets and can be transported smoothly.

4. Leaders and trailers. Replace leaders and trailers that are not of archival quality or are too short. Leaders and trailers must be long enough to be threaded through cleaning and duplication equipment and allow proper positioning of the initial frame. When replacing leaders, write on them the title and "HF" call number.

5. Other treatments. If other treatments could be of benefit, the contractor should contact NLM to make suggestions and get approval before proceeding.

II. VIDEO-TO-VIDEO DUPLICATION

A. Preventing damage

1. Handling. When a cassette is opened to perform repairs, wear lint-free, clean cotton or nylon gloves. Touch only the edges of the tape.

2. Products. A list of all products and chemicals to be used for videotape source material shall be submitted to NLM for approval at the beginning of the contract.

3. Equipment. Use equipment that is cleaned, maintained, and operated according to the manufacturers' specifications. To reduce the risk of stretching fragile videotape or causing edge damage, be sure that equipment is properly aligned and adjusted for tape tension.

B. Condition inspection

1. External inspection. Check each source tape for problems that may need to be addressed before duplication, including but not limited to:

- a. Damaged cassette shells
- b. Damaged leader/trailer
- c. Tape detached from hub
- d. Severe tape pack problems
- e. Dirt or residue where tape enters and exits the cassette case or elsewhere
- f. Brown/black flakes of oxide, smell, or other evidence of sticky shed syndrome

2. Playback problems.

Check each tape to see if it plays properly. View a portion of the tape to check for problems with image or sound quality. **If damage is severe enough to interfere with a patron's ability to view or hear the copy without significant distraction, contact NLM.** For example, contact NLM if there is complete image loss or unintelligible sound anywhere in the program, or more minor problems such as scratches or dropouts that affect a larger portion of the program. When in doubt about the relative severity of a problem, contact NLM.

C. Treatments

1. Re-attach or replace detached or damaged leaders and trailers as needed.
2. Repair or replace damaged cassette shells.
3. At the beginning of the contract, NLM and the contractor will decide on procedures to be used for tapes with sticky shed syndrome and transport problems.

III. TRANSFER PROCEDURES (Film-to-video and video-to-video)

A. Copies to be produced

In general, NLM orders an analog Betacam SP videotape as a duplication copy and a DVD as a viewing copy. Each shipping list gives the specific copies being ordered. For titles consisting of more than one numbered part or one physical piece, the shipping list indicates if two or more parts/pieces should be combined onto one copy. For Betacam SP copies, use the shortest tape that will accommodate the length of the source material. Copy each source film or video in its entirety, without deletions, alterations, edits, or time stamps.

B. Blank stock

Use professional grade, metal particle (MP) analog Betacam SP videocassettes of the highest quality available. Use DVDs widely acknowledged by the industry to be of optimal durability and quality (Mitsui or an equivalent).

C. Color bars and audio tones

Each tape copy shall contain a 10 second leader, a 60 second NTSC color bar, and a 1000-cycles/second reference tone on both audio tracks, followed by 30 seconds of black. Reference color bars shall be a true indication of the duplication system's chroma, video pedestal, and phase capabilities. Reference audio tones shall be a true indication of the duplication system's potential to replicate audio levels.

D. Identification slates

Each copy shall have an identification slate containing the following:

- Title
- Part number or Tape number, if a title has more than one numbered part or more than one physical piece
- "This [format of copy] was duplicated from a [format of source material] by [contractor's name] for the National Library of Medicine, [date of duplication]"
- Date of content
- Running time
- B&W / color
- Silent / sound
- "HF" call number

Ward Care of Psychotic Patients. Part 1.

1972, 41 min., B&W, sound.

This Betacam SP tape was duplicated from a 16mm answer print by Contractor X for the National Library of Medicine, August 2007.

HF4568

E. Winding/rewinding

Source videos on $\frac{3}{4}$ " U-Matic, VHS, or other older format shall be left at the end of the program (i.e. tails out). Source videos and newly produced copies on Betacam SP tape shall be rewound. Always check the quality of the tape pack to make sure there are no ridges or popped strands.

IV. BOXES AND LABELS

Note: Source material will not be reboxed.

A. Betacam SPs

1. Boxes. At the beginning of the contract the contractor shall provide a sample of the box to be used for copies. The box must be approved in advance by NLM. The box shall snap shut securely and protect contents from dust and water infiltration and shall be made of polyethylene, polypropylene, or other inert plastic that is not harmful to videotape. Boxes must have a pocket on the outside to accommodate a label for the front and spine. NLM reserves the right to provide boxes for the contractor to use.
2. Labels. Use a self-adhesive label on the cassette shell. The adhesive must be an acrylic polymer or copolymer that adheres securely at temperatures as low as 55 degrees F. Use plain alkaline paper for the box label. The labels for the cassette shell and the front of the box contain the same information as the identification slate (see III.D.) plus the long call number preceded by "Viewing copy:"

Sample label for the cassette shell and front of the box. Prominence should be given to the HF call number and title.

HF1693
Ward Care of Psychotic Patients. Part 1. 1972, 41 min., B&W, sound.
This Betacam SP was duplicated from a ¾" U-Matic tape by Contractor X for the National Library of Medicine, May 2007.
Viewing copy: QA 123.6 MP16 no. 4 1982

Sample label for box spine

Ward Care of Psychotic Patients
Part 1
HF1693

B. DVDs

The contractor shall deliver DVDs in containers that hold multiple DVDs on a spindle, not in individual boxes. NLM must approve the container in advance. If the contractor wants, NLM can return DVD containers with the next shipment.

The following information shall be imprinted into the DVD. If possible, prominence shall be given to the title and call number. Titles too long to fit on the diskette may be truncated at a logical breaking point.

- Title
- Part number, if a title has more than one part
- Date of contents
- Running time
- "National Library of Medicine"
- Long call number

Ward Care of Psychotic Patients Part 1. 1972, 41 min. National Library of Medicine QA 123.6 MP16 no. 4 1982
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V. VENDOR QUALITY CONTROL

- A. Inspect a copy that was produced directly from the source material.
1. Check the beginning to make sure the color bars and sound reference tone are present and the identification slate is correct.
 2. Spot check throughout to make sure that the sound and image quality is as good as possible given the condition of the source material and that no undesirable artifacts have been introduced.
 3. Check the end to make sure the complete program has been copied.

B. Inspect the labels on all copies to be sure the information is accurate.

C. The contractor is expected to have an adequate quality assurance program. If NLM finds more than 3 errors in a shipment, NLM will stop its review and return the shipment to the contractor. The contractor shall re-inspect the entire shipment and correct all errors at no additional cost to NLM.

VI. NLM QUALITY CONTROL

If there is a problem with the image or sound quality, NLM compares the copies with the source material. If NLM believes the problem is due to the duplication process, NLM will discuss it with the contractor.

The contractor's work shall be approved or rejected by the Project Officer. Errors determined to be the fault of the contractor will be returned within 30 days of receipt. The contractor shall take the steps necessary to fix the problem at no additional cost to NLM.

VII. SHIPMENTS

A. Shipments copied for NLM

Most shipments consist of source material being duplicated for NLM. NLM supplies a list of material to be copied (including titles and call numbers) and the copies to be made (including the format and number of copies to be made and the call number for the copies). Some NLM shipments are designated as "Rush." They generally contain fewer than 5 items; the maximum number of items is 10. The contractor shall deliver Rush shipments within 3 business days unless other arrangements have been made with NLM.

B. Shipments copied for patrons

Some shipments consist of source material being duplicated because a patron wants to purchase copies. In addition to the normal data, the shipping list includes the patron's contact information. The contractor deals directly with the patron to confirm the order and shipping information and arrange for payment.

If NLM wants to order copies of the same source material, a separate shipping list with a unique shipment number is provided.

C. Procedures

NLM calls the contractor to arrange a pick up date. The contractor contacts NLM when a shipment has been completed to arrange a delivery date (see XII. NLM Contacts). Shipment pickups and deliveries shall be made on weekdays between 8:30 am and 4:30 pm at the Preservation and Collection Management office. Contractors should expect to go through security checks prior to entering the NIH campus that may include verification of identification and vehicle searches.

The contractor shall check the material received against the shipping list and notify NLM of any discrepancies within 1 workday of pick up.

VIII. SAFE HANDLING AT CONTRACTOR'S FACILITY

NLM's source materials are valuable and often irreplaceable. NLM expects the contractor to handle materials with the utmost care at all times. NLM reserves the right to inspect at any time areas where NLM materials are handled and stored to ensure that the following requirements are being met.

1. Do not permit the temperature in areas where NLM materials are stored or duplicated to exceed 72 degrees Fahrenheit or 55% relative humidity at any time.
2. Provide adequate security against theft, vandalism, fire, flood, rodent and insect infestation, and other environmental hazards. Provide clean work areas.
3. Do not permit food, drink, or smoking at any time near NLM materials.

4. Handle NLM materials with clean hands. Do not permit any creams or moisturizers to come into contact with NLM film or tape materials. When handling film, wear lint-free, clean gloves and touch only the edges of the film.
5. Take care not to drop materials. Do not leave NLM materials sitting on electronic equipment. Do not expose materials to sunlight, heat, metal detectors, or sources of radiation.
6. Daily or more frequently as needed, clean rollers, heads, and other parts of equipment that come into direct contact with material. Adjust rollers, guides, and transport mechanisms regularly. Clean, adjust, and calibrate all equipment according to the manufacturer's specifications.
7. Do not transport films with excessive shrinkage through sprocketed equipment.
8. Keep NLM materials together, organized and clearly identified as belonging to NLM at all times. Store the materials in a location where they can be readily retrieved in the event the Library needs access to an item (e.g. to meet patron need) while at the contractor's facility.
9. Store materials at least 4" above the floor to avoid water damage.
10. In the event of a water emergency or other disaster that affects NLM materials, immediately call the persons listed in XII. NLM Contacts in the order listed until one person is reached.

IX. SAFE HANDLING DURING TRANSPORT

1. Transport materials in a heated and air-conditioned vehicle. Ensure that the temperature near NLM materials is maintained between 65 - 75 degrees Fahrenheit at all times.
2. Do not leave NLM materials unattended in the vehicle at any time.
3. At the contractor's facility, immediately place NLM materials in a heated/air-conditioned office area.
4. Return source materials in strong boxes with sufficient packing material to keep materials from shifting. Place films horizontally, taking special care that they cannot shift in the box.

X. CONTRACTOR LIABILITY

The contractor shall provide certification of insurance for a minimum of \$100,000 to cover potential loss or damage to NLM materials.

The contractor is liable for damage or loss to NLM source material and newly produced copies due to the contractor's failure to follow procedures as required in the Statement of Work or to gross carelessness or negligence that occurs while items are in the contractor's facility or while in transit between NLM and the contractor's facility in a vehicle operated by the contractor or a courier service. The contractor is required to contact NLM in advance if an item is likely to be damaged during inspection, treatment or duplication. If NLM gives permission to proceed, all risk of loss or damage to the original shall be borne by NLM.

The contractor's obligation to NLM shall be, at NLM's option and in this order of preference: 1) to clean, repair, or reduplicate the damaged item as specified by NLM (not to exceed a maximum of \$500 per videotape and \$2,500 per reel of motion picture film); 2) to reimburse the cost to obtain and process a replacement (not to exceed a maximum of \$500 per videotape and \$2,500 per reel of film); or 3) to reimburse NLM \$500 per videotape and \$2,500 per reel of film.

XI. INVOICES

The contractor shall issue an invoice for each shipment after it is delivered to NLM. The invoice shall include the following:

- Name and address
- Purchase order number (prominently displayed)
- Invoice number
- NLM's shipment number
- Date
- Itemized list of charges

Invoices shall be submitted to the Project Officer by email for approval. The Project Officer will notify the contractor when an invoice is approved for payment. Once approved, the contractor shall mail a copy of the invoice to:

NIH Commercial Accounts
Office of Financial Management
2115 East Jefferson St.
Bethesda, MD 20892

The contractor may check the NIH online payment database at <https://silk.nih.gov.adb/billpay> to find out the status of an invoice. The contractor must enter a Tax ID number (the contractor's EIN number without the first digit and the last two digits) and an Order/Contract number (the purchase order number, omitting "467" and including "MZ" or "FZ" and the following 6 numbers). It is the responsibility of the contractor to report non-receipt of payment to the Office of Financial Management. The phone number for payment inquiries is 301-496-6088. The contractor shall keep the Project Officer informed about all invoicing problems.

XII. NLM CONTACTS

1. Contact the project officer or alternate for the following:

- Discrepancies between the shipping list and the contents of a shipment.
- Likelihood of damage to an original.

- Problems with the original that may affect the quality of the copies
- Cleaning, treatment and duplication procedures
- Number and format of copies to be produced
- Approval of invoices

Karen Sinkule, Project Officer
 Preservation and Collection Management Section
 Bldg. 38, Room B1-E21
 National Library of Medicine
 8600 Rockville Pike
 Bethesda, MD 20894
 Phone 301-435-7117
 Fax 301-496-2864
sinkulek@mail.nlm.nih.gov

Walter Cybulski, Alternate Project Officer
 Same address as above
 Phone 301-496-2690
 Fax: 301-480-1954
cybulskw@mail.nlm.nih.gov

2. To schedule shipment pickups and deliveries, the primary contact is:

Victor Clunet, Library Technician
 Same address as above
 Phone 301-402-1345
 Fax 301-480-1954
clunetv@mail.nlm.nih.gov

Alternate contacts are Karen Sinkule and Walter Cybulski.

3. In the event of a water emergency or other disaster that affects NLM materials, immediately call the following in the order listed. Continue calling until you speak to one person.

Karen Sinkule	office 301-435-7117	home 301-986-4740
Walter Cybulski	office 301-496-2690	home 301-570-3363
Mary Kate Dugan	office 301-435-7113	home 301-581-0109
Margaret Byrnes	office 301-435-7110	home 301-493-8346
Preservation and Collection Management Section Office		301-496-8124
Disaster back up phone		240-464-1171

XIII. STANDARDS OF PERFORMANCE

The contractor shall ensure that work meets all of the requirements in this Statement of Work. A selected list of key requirements is given below.

1. NLM materials are not damaged or lost while at the contractor's facility or in transit, and conditions in the contractor's facility and in delivery vehicles meet NLM requirements.

2. NLM materials are inspected for condition before work begins. If an item is likely to be damaged, the contractor contacts NLM for a decision on how to proceed.
3. Copies have the best possible image and sound quality, given the condition of the source material and any special instructions from NLM.
4. Information on labels is correct.
5. Shipments are packed as specified and are picked up and delivered as scheduled.
6. Accurate invoices are submitted promptly to the Project Officer.